Transaction:
PO13

OM BPP

IT9012 Change Position Callback Rate

Trigger:

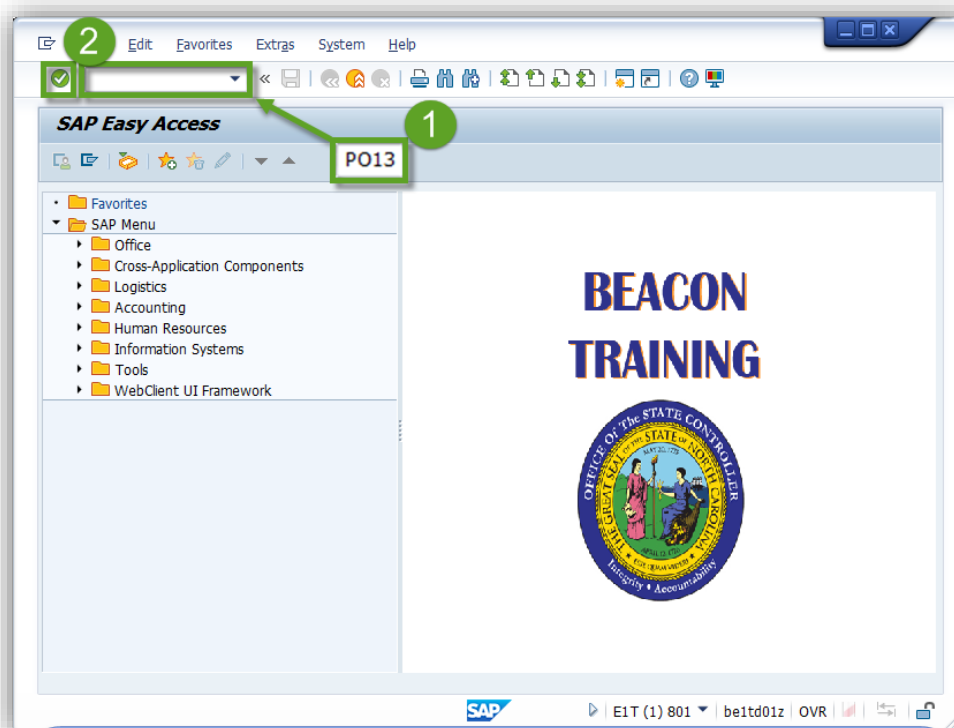Use this document to change the Position Callback Rate for a Position.

Business Process Procedure Overview:

Position Callback Rate (IT 9012) - Positions that are eligible for compensation under the Emergency Callback policy should have this Infotype created to indicate that eligibility. The actual time spent working should be recorded on the timesheet. The additional time needed to reach the minimum will be computed by the BEACON system. The "Immediate Payout" checkbox indicates that the additional compensation will be paid immediately instead of accrued as comp time for the selected aging period.
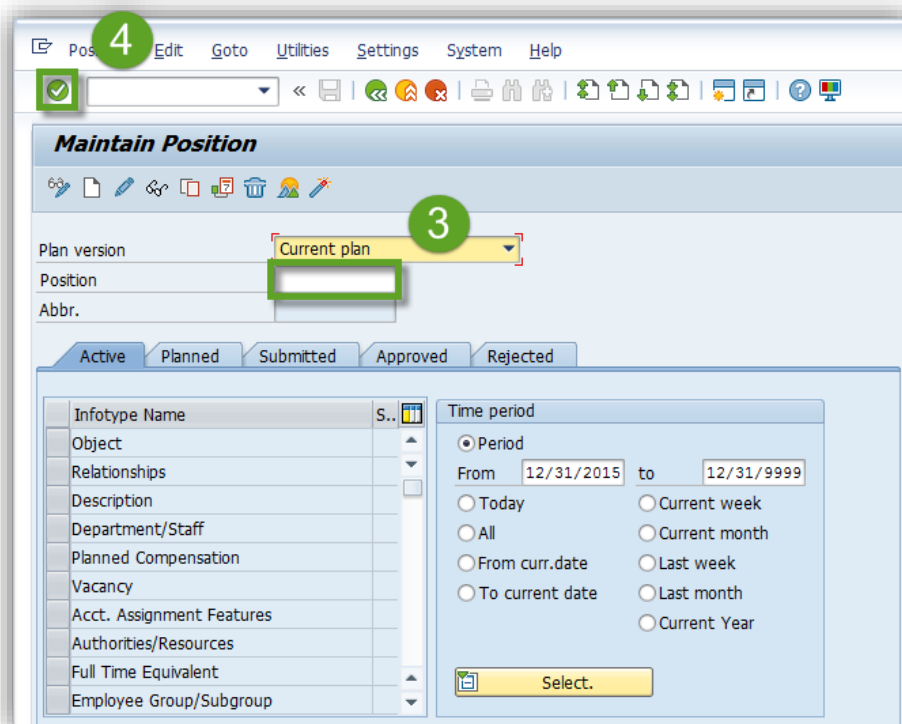
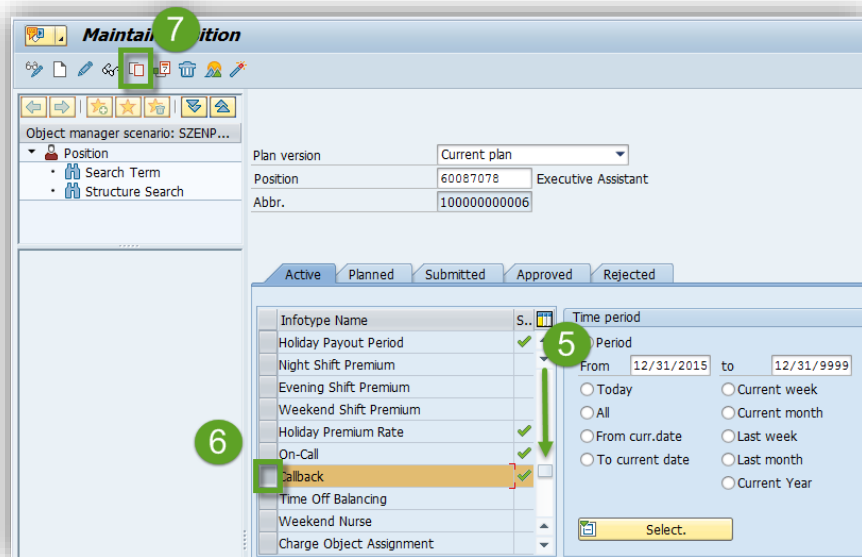|	
Attendance Type 9516 (Callback)	Should be used to indicate regular callback time. The policy provides for a minimum of 2 hours of compensation when an employee has to physically return to work due to a callback.
Attendance Type 9511 (Remote Callback)	Should be used to indicate remote callback time. A minimum of 30 minutes compensation is provided for remote callbacks in which the employee can respond online or by phone.

Procedure

1. From the SAP Easy Access Screen, type **PO13** into the Command Field.

2. Click **Enter** .

The Maintain Position screen will be displayed.

3. Enter the position number that you wish to change (i.e. **60087078**).

4. Click **Enter** ✅.

The position details will populate.

5. Scroll until you find "Callback." A Green check indicates that a Callback record currently exists.
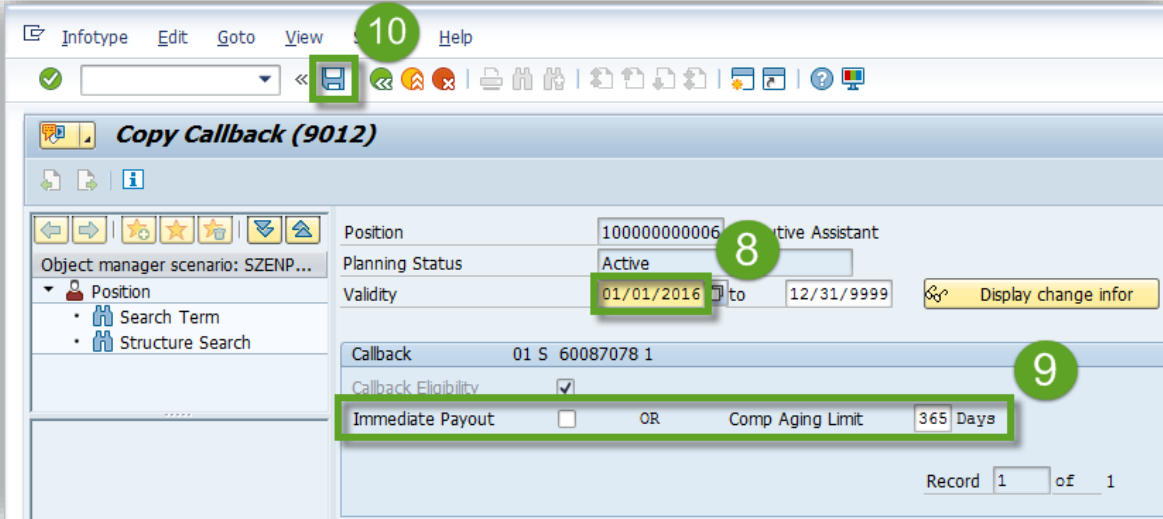
6. Click the **button** to the left of "Callback" ☐.

7. Click **Copy** (See next page for other options).

You have several options for modifying an Infotype:
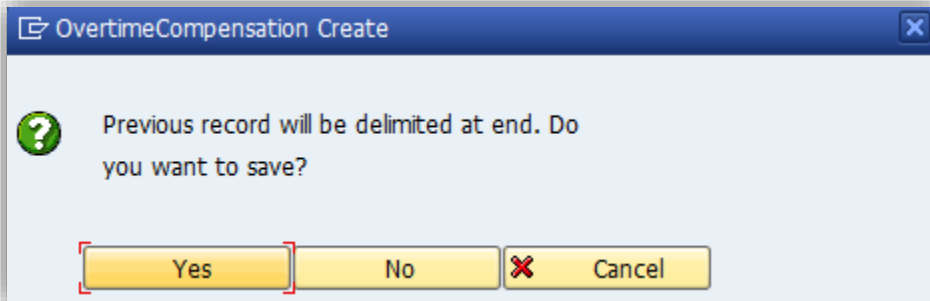
Information

Create ▯	Creates a New record. Use when creating an IT which has not existed before.
Copy ▤	Delimits the existing Infotype and creates a new, current IT. This method is HIGHLY recommended, as it preserves historical data.
Change ✏	Changes an existing Infotype without creating a new record. This method is NOT recommended as it overwrites historical record.

The Copy Callback screen will be displayed.

8. Change the start date of the record to the effective date of the change. (i.e. **01/01/2016**)

9. Set the Positon to "Immediate Payout" OR, if the Position will accrue Comp Time, enter the "Comp Aging Limit" (i.e**. 365 days**)
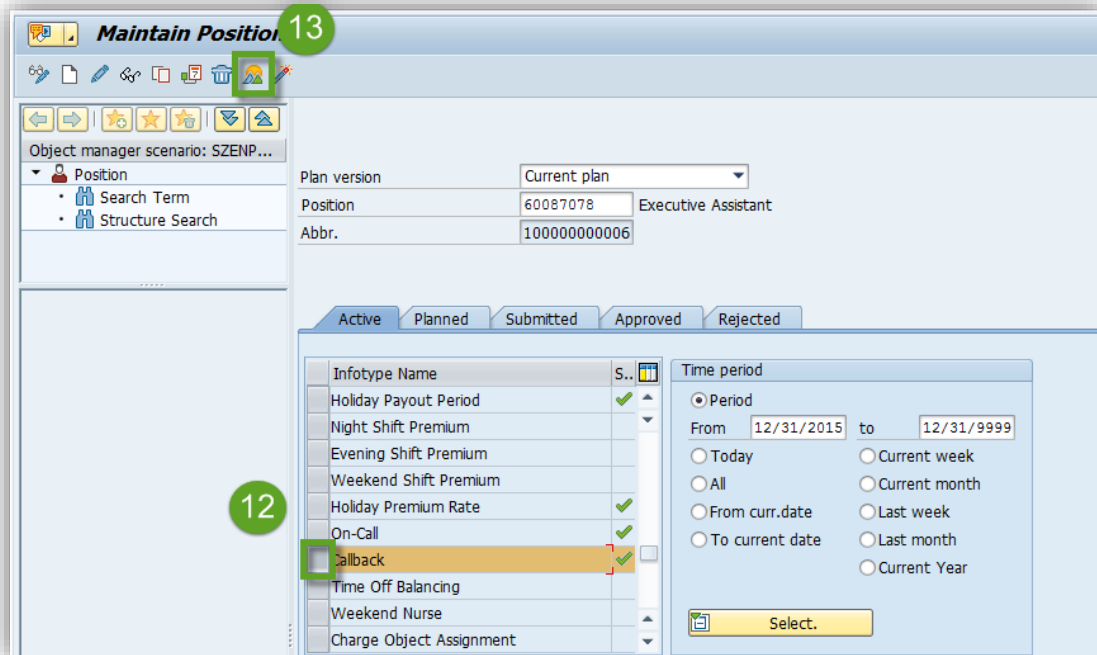
10. Click **Save** 💾.

If you are Copying an Infotype, you will receive a message reminding you that the previous record will be delimited.

11. Click **Yes** [Yes].

Record created

You should receive a message that the Record was created.
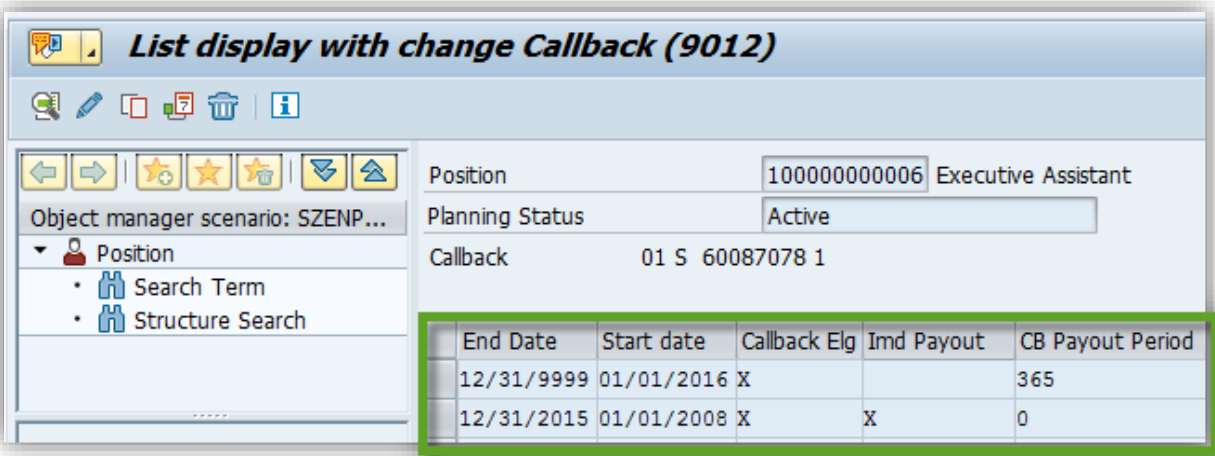
To view and confirm the change:

12. Click the **button** to the left of "Callback" ⬜.

13. Click **Overview** 🖼.

A list of all Position Callback Rate Infotypes for the Position will be displayed, including the Validity Dates, whether the Position is set for Immediate Payout, and the Comp Aging Limit (if applicable).

OSC Training
Integrity & Accountability

Additional Resources

If you have questions, or require additional assistance, contact BEST Shared Services:

Phone (Raleigh Area):	(919) 707-0707
Phone (Toll Free):	(866) 622-3784
Email:	BEST@osc.nc.gov

Training HELP website:

http://www.osc.nc.gov/training/osctd/help/

Other Job Aids:

OM Tips and Tricks Job Aid
Under Organizational Management > Job Aids
PO13 Create Position Infotypes
Under Organizational Management > BPPs

Change Record

Change Date: 1/11/2016	Changed by: David Lassiter
Changes:	Moved Change Log to the end of the document.
	Updated Format, Screenshots, language and layout.
	Added "Additional Resources" Section
	Moved Tips and Tricks to "Additional Resources" Section.